



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Sachi A. Hamai, Executive Officer-  
Clerk of the Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

At its meeting held January 23, 2007, the Board took the following action:

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The following statement was entered into the record for Supervisors Antonovich and Knabe:

“In 2006, the Department of Animal Care and Control attempted to address the long-standing problems at their call center of dropped calls, unanswered calls and long hold times by using an Information Technology Fund grant to purchase and install a state-of-the-art Voice Over Internet Protocol (VOIP) communications system. This VOIP system has resolved some problems but created others.

“The Department also implemented a centralized call center, which receives and routes all calls for service for the Department’s animal shelters. Prior to the call center, each animal shelter received its own telephone calls directly, distracting staff from assisting customers at the shelter and other necessary job responsibilities. This call center has dedicated call takers which was intended to improve the way in which calls are received and routed.

“However, since the Department now has a call center, problems of long wait times, dropped calls and misdirected calls remain.”

Therefore, on motion of Supervisor Antonovich, seconded by Supervisor Knabe, unanimously carried, the Chief Administrative Officer was directed to work with the Director of Animal Care and Control to determine the best way to improve the Department of Animal Care and Control’s centralized call center, relative to the problems of long hold times, dropped calls and misdirected calls, and report back to the Board within 30 days.

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Copies distributed:

Each Supervisor  
Chief Administrative Officer  
County Counsel  
Director of Animal Care and Control